

# TEFAP Provider Annual Conference

## MINUTES 10.22.18

### CDSS Program Updates

- 2018/19 CalFood
  - Received same amount as last year
  - 25% spent by the end of the year
- Diaper Program
  - For 4 food banks currently
- Food Bank Capacity – RFA
  - Provide funding to agencies for infrastructure and capacity building
  - RFA hopefully to be out any day now – will keep everyone updated
  - Goal is to have the money out by the 1<sup>st</sup> of January
- Trade Mitigation Surplus
  - \$1.2 billion to be distributed through our programs
  - Survey sent requesting feedback on whether this will affect storage capacity; please respond and let your consultant know if you have any questions
- Food for All – Advocate Convening
  - As part of the supplemental support language, CDSS has been tasked to convene 4 times between September – July 1, as a safety net for immigrants
  - Last stop for food – how do we make it better and stronger safety net
  - 1<sup>st</sup> meeting was last month – overview and get everyone familiar with what the department has – program wise for the immigrant community
- “SSI/Cash-out” Policy Reversal
  - 1974 – very well intended policy that cashed people out \$10 and made you ineligible to get food benefits
  - Current food benefits - \$160
  - Been trying to repeal this for 20 years – we are the last state to undo this policy
  - Will go away next summer 2019
  - Small subset of population will be disadvantaged as now SSI will count as household income
  - Will have transitional/Supplemental benefit if applicable
  - Currently have 4 million CalFresh Recipients – looking at an increase of 500,000 persons next summer
  - Are there timelines for when Supplemental/Transitional?
    - If they maintain their eligibility, it should be indefinitely.
  - Is it true that adults without children will only be on CalFresh for a limited time?
    - ABAWD waiver – 6 counties currently: SF, Santa Clara - Alameda, Contra Costa, Marin – next September to see if people are exempt from the time limit
  - NO change to SSI/SSP – no loss to their benefits
    - Fliers and kit will be coming when it’s closer to next summer
  - Will the fliers be sent to the smaller food banks?
    - Yes – we will be sending them to our electronic contacts
    - All CSFP/TEFAP and CDSS contacts will be receiving the fliers
  - [CalFreshssi@dss.ca.gov](mailto:CalFreshssi@dss.ca.gov)
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### TEFAP Clarifications

- Provide State Level Oversight – with 49 food banks covering 58 counties
- Serving on average 1.5 million people monthly statewide (up 36% from last year)
- Reinstated last year -due by January 15, 2019 (reach out to consultant if you have any questions)
  - Updated TEFAP Site list
  - TEFAP Performance Plan
  - Cost Allocation Methodology
  - Proof of Insurance – as a food bank
  - Proof of 501(c)(3)
  - Tehama Gleaners was instituted as a 501(C)(4) – need to change to a 501(C)(3)
- UPDATED FORMS
  - Civil Rights
    - Program Staff/Food Banks – running TEFAP/CSFP or leaders in the field
      - Need to do the webinar
    - Frontline Staff – making decisions as to who gets the food and who doesn't
      - Webinar or checklist
        - Read or initial on the checklist
        - If you have a group (e.g. church workgroup) you can read it out loud and sign the back
    - Form/Records need to be kept for 3 years + current
      - Need to be done every year

### QUESTIONS:

- Will the webinar be translated to any other languages?
  - Imperial is currently translating the webinar into Spanish; planning to have it done by the end of November
- If you have a new frontline staff – do we need to keep the old one or can we get rid of it as we have to have a new form for the new staff?
  - Keep a folder for each agency and when they go out to do monitoring, they keep forms for all current and move the old to different form
- Site have mandated block civil rights training every year – do they have to do ours as well?
  - YES, because it's very specific to TEFAP program.
  - Site managers can do the checklist and not webinar as they're not the Site coordinators
- Can we have it scanned instead of hard copies?
  - Yes, as long as they're available when we come out here to monitor.
- Is there a specific time we should do it?
  - That's up to the agency but must be done at least once a year.
- San Bernardino has a great system – it's on their website. Training model. Do a webinar, then give them a manual with all the forms and keep that on site and can view during monitor. Every agency must designate a Civil Rights Coordinator – who gets trained every year and they're in charge of training their volunteers every year

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- CLR – need to be reported within 48 hours if over \$500 using the CLR
  - If you need to dispose of the food, must get consultant approval first and explanation of what the loss is
  - Rice – if you get it in the summer months – be careful due to the infestation that happens
    - Similar to oats/cereal/Lion raisins
  - Try to get inventory out in 2-3 months so it's not sitting in your warehouse
    - Same for direct ships
- EFAP 4 Form
  - If your name is not updated correctly, please let us know and we will update it

### QUESTIONS:

- If we notice that there is infestation right when it's delivered, can we reject it right away or do we have to take it and then do the CLR?
  - We prefer if you handle it right there. (Seconded by John)

### Warehouse Infrastructure

- Service 5 counties but TEFAP is only in Fresno
- 48 commodity distributions
- 1 congregate – Poverello
- 10 school sites
- 3.8million lbs. of TEFAP/year
- Increased space, parking space, conference rooms, storage
- Use Ceres 4.0, online ordering system (Agency Express), and want to do barcode scanning for inventory

### Oasis Insight – Electronic Signature

- 28 million pounds a year
- 350,000 people every month
- 493 nonprofit partners
- 1/2million for compost machine
- Looking to be the repackers for the state of California
  - Repacker - \$175-\$200,000

### QUESTIONS:

- How much do you save per pound (lb)?
  - Vanessa will get back to them
- Pinto beans - \$1.06/lb usually; \$0.96/lb – 24 bags per case
- College – no access to kitchens in dorms – no clue how to cook so they buy microwaveable items that aren't distributed at other sites. How do you deal with that group?
  - Last month, they had a cooking class and partnered up with the colleges to teach them how to microwave eggs, etc. Partnered with Leah's Pantry – Single Room Occupant Living

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- Does the sugar/sodium affect how you order your TEFAP?
  - Bring all agency partners into the meeting – use the catalog and use ranking system into 1-3 for ordering frequency, green (great), yellow (caution), red (don't order)
  - Hash out for about 2 hours – bring in partnering agencies to move them away from the red items
- Pushing food out to the agencies, they don't get to decide (that's why they're invited to that once a year food order)
- How do you deal with the overextended group?
  - All sites have CalFresh Outreach workers, and information with other sites
  - Some sites will do TEFAP and Pantry – encourage to give other programs as well
- Do you operate Market Style or prebagged?
  - It's Market Style
  - Use an internal spreadsheet to calculate number of cases for each agency and then sent out to their agencies so they're aware
- Is Push Model used for TEFAP only or all programs
  - They do for mobile pantry or produce, but everyone else is order
- How do you manage your sites and making sure the agencies are in compliance?
  - 2 full time TEFAP staff after Martha
    - 1 is in charge of pushing – making packages, allocation, inventory
    - 1 is in charge of monitor and compliance, she keeps track of their report and uses a spreadsheet to see if they go past the 10 days
  - They are told you need the report in order to allocate for next month
  - Telling them the value of their food is a good source
  - Uses Primarius as their inventory system – shares the value with their food bank and board
- How are your agencies reporting? What kind of system are you using?
  - We use a packet with paperwork and there's a form that has information with HH, people served, food distributed, and notes for any variances – gets sent back
- How much inventory can a person keep on hand?
  - They can usually have 1 -2 cases of leftovers – up to the push person to keep track
- Look at surrounding agencies to see what they're distributing, look at US Census – for the first couple months, they do a conservative allocation and if they're running out then they'll do another distribution midmonth
  - A truck will come around and pick up if there's a lot of leftover
  - Do for a few months until they know the ebb and flow
- How do you deal with the people who don't return their paperwork in time?
  - They'll call and usually there's something outside of them not wanting to do it; ask them what you can do to help
  - Due 10 days after distribution rather than a specific date
- Do you restrict the issuance of your pull model for other agencies?
  - They get to decide what amount to whom
  - Most of them have no qualifications and some of them operate during TEFAP
- Allocation Sheet populates into a Pick Sheet for agencies

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- Roster – to tell recipients of closer sites but will still serve them that day
- What is 2-1-1?
  - Funded by United Way in Most Big Cities to list all the sites
- So, are they still circling yes or no manually?
  - It becomes a checkbox – volunteers are asking
- So, they won't be able to see if that persons been to a different site?
  - A red flag will pop up and show if that households been served
  - Leave it up to our agencies to decide if they'll still serve them or not depending on resources available
- With walls down – all agencies can see what's happening in their community
  - Won't implement until can do it county-wide
- So, you have paperless and still have agencies send in EFA-7?
  - At the moment, not all agencies are in Oasis so they're making sure everyone sends it in until they get everyone electronic
- How do you handle distributions during the rain?
  - Most of their sites have indoor space, a lot of churches
- When they do sign and they're brand new – who and when does that get inputted into the system?
  - The agencies are responsible for entering into Oasis themselves. Some will do it live there, others will do it later and print cards for next month.
- Are your agencies reporting duplicated numbers to increase their inventory?
  - The numbers have to be supported by the signatures
- How do you differentiate the different programs on the intake form?
  - It was approved by CDSS.

### CA's Roles in Disasters & Food Relief

- DSB
- 6 sections – CA in charge of mass care & shelter
- Recently added World Center Kitchen – after Katrina
- CDE – provide cafeterias in the schools
- #3100 – anyone who works for the gov't is a disaster employee
- How can we as a food bank assist these county shelters? Can we utilize our TEFAP food to help this shelter because we were told no?
  - Part of the recovery plan. Mass care & shelter is one piece, disaster feeding is 2<sup>nd</sup>, and D-CalFresh is the 3<sup>rd</sup> piece and we're trying to put them all together
  - Trying to get baseline information out so shelters know what each role is responsible for
- Lake County – Red Cross refused to give them food
  - Red Cross comes in and gets the money, but they throw out the county food and leave then the counties are left with the feeding

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- CDSS 3 branches
  - Policy Bureau – in charge of mass benefit replacement, hot foods,
    - Local public utility data collection is very critical in getting waivers
  - Operations Bureau – Disaster CalFresh Implementation
    - Participating in daily calls with counties to make sure they're ready
    - Back end reporting
  - Programs
    - CalFresh Outreach – messaging and application assistance
    - Not for recipients already on CalFresh
    - 7-day enrollment period – try to get message to the recipients who have been traumatized and may not even be in the same county
    - TEFAP/CSFP
- Disaster CalFresh
  - Provides a month's worth of benefits to purchase food following a major, presidentially-declared disaster with individual assistance
  - Purchase hot food, designed to meet temporary nutritional needs of disaster victims within 30-day period
  - Separate from current CalFresh recipients
  - Can get a prorated amount for current recipients
  - Disaster CalFresh Manual - will be published and sent out
  - Annual disaster training – some are in person and some will be in webinar form – everyone is invited
- What does a TEFAP Agency do?
  - That regular operations are continued. That everyday recipients continue to access their normal channels
- Remember that TEFAP is self-declared, there are different reasons that they may become eligible even though they're not normally
- Consider the two flexibilities:
  - No federal requirements on how much or how often a household can receive TEFAP
- Questions to consider:
  - Are your food banks impacted? Destroyed?
  - Is there damage to USDA foods?
  - Are there alternative distribution methods? Maybe mobile?
  - Are there any unmet needs? If so, how can you help it.
- FEMA/RED CROSS can utilize TEFAP agencies for congregate food
  - They want the 10lb cans of foods not household size
  - Usually reach out to schools for their large sized products
  - USDA reimburses agencies for presidentially declared disasters
- Disaster Household Distributions
  - Intended for during congregate feeding and D-CalFresh
  - Up to a few days to a month – tailored to the situation
  - Need to be approved by FNS
  - Cannot receive this and D-CalFresh at the same time

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- If Red Cross/FEMA want to use USDA foods for disaster feedings, there would be a representative from each agency. USDA normally works with the state department to get a list of availability commodities that can be used.
- Developing the Hunger Task Force – a great resource to figure out the process for county level
- Emphasis: most important thing to remember during disaster is to continue your normal process so people can have their regular access to food and incorporating donations into your TEFAP distributions
- We are not the first responders, we really come into the recovery period.
- Income Guidelines: that's why there are other programs like Disaster Household; if a disaster impacts you, we're not looking at paychecks and they are self-declared and can decide if they're not making the income that year
- Calaveras County – 2015
  - Got approved for household distribution where income was not in effect
- Have agreements/MOU with other agencies (whether it's with ones you normally utilize or not) to be able to use during disasters.
- Having identified areas and partners for known disasters are key

### QUESTIONS:

- Do you use your data on Food Deserts for people who want to use it or is it considered when distributing food allowed?
  - Yes, it's used, but the state is the one that usually makes the decision to move food around the counties.
- What format and how can food banks get the information that's needed to CDSS to make it easier?

### Leveraging TEFAP

- One of their large roles is advocacy – both in Sacramento and Washington
- Allow food organizations to craft a more nutritional menu for recipients
- Advocated for 25 million, but won \$5.5 million for capacity building

### QUESTIONS:

- Milk – what about all the fresh produce? Since we'll be getting so many during the Trade Mitigation?
  - We have been letting our vendors know as well; different opportunity to work with them as it's a different pricing structure. Trying to communicate as much as possible
- Keeping Milk Cool at distributions – what do you do?
  - Contact the agencies – ask specifically, do you have refrigeration? Can we access it directly?
  - Have the sites start contacting and networking with their schools/grocery stores
  - Bring a cold bag with you
  - Use Freezer blankets
    - Insulation that you buy from Home Depot and wrap it around the milk – acts like a refrigerator
  - Mobile Pantry – leave milk on the truck as long as possible

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- Do we have to take everything, or can we say no?
  - No, when Foodlink sends out the invitation – take what you can.
- Can we have a longer timeline for how long we have to respond to the requests?
  - We try, but we're on hard short deadlines so we don't always have the flexibility.
- Request to speak to your Sysco Representative to see if they can assist with storage – either with no or very little cost.
- Can we have inventory for longer than 6 months due to the trade mitigation?
  - Yes, need FNS approval.

### **Fresh Look at Food Distribution**

- CSFP came to CDSS – keeper of 2/3 of the federal programs a few years ago and then last year we got a 3<sup>rd</sup> one - FDPIR
- Convene some kind of advisory group – different perspectives (e.g. CAFB v NonCAFB, Feeding America v. Non-Feeding America, North v South, etc.)
- Logistics – Hub and Spoke? Includes Compliance
- Is there opportunity to order food that's different?
- Technology – Salesforce just got to CDSS; explore and test if that will work
- Program specific Memo for SNAP
  - Let Don know if you have ideas or volunteers; focus groups, site visits, etc.

### **QUESTIONS:**

- SF: if FNS cancels an order, does that money go directly back to the foodbank allocation or state pot?
- Trade Mitigation: Can it be used to get new freezers/fridge? YES
- Milk bonus – is anyone having trouble keeping milk cool for distributions
- What is the flexibility for administration dollars for trade mitigation?
  - States can convert up to 15% of their food dollars to become administration. Decision makers are aware that you can't move 1.2billion of food for free, so states are encouraged to use it.